

**Customer Grievance Redressal Report for the Quarter Ending Jun'12
(Cellular Mobile Telephone Service) :: CDMA Services**

Name of Service Provider: Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Service Area	Call Centre				Appellate Authority			
	Total no. of complaints received in the Call Centre	Complaints per 100 customers per month	Total no. of complaints redressed by the Call Centre within the specified time limit	Total No. of complaints pending for redressal beyond the specified time limit	Total No. of appeals received by the appellate authority	No. of appeals disposed off	No of appeals pending	Total Number of appeals pending for decision beyond the specified time limit
1	2	3	4	5	6	7	8	9
AP	34161	1.60	31971	2190	0	0	0	0
AS	7373	5.71	7129	244	2	2	0	0
BH	15754	0.99	14846	908	0	0	0	0
DL	65474	1.21	62199	3275	71	71	0	0
GUJ	17372	1.71	16411	961	5	5	0	0
HP	2700	2.59	2545	155	0	0	0	0
HR	6207	0.73	5814	393	0	0	0	0
J&K	4462	4.27	4237	225	12	12	0	0
KOL	28207	2.85	26420	1787	106	97	9	0
KR	5184	0.96	4688	496	0	0	0	0
KTK	27498	3.23	25218	2280	0	0	0	0
MH	19576	0.58	18267	1309	1	1	0	0
MP	7501	1.05	7178	323	2	2	0	0
MBI	23576	1.24	22228	1348	7	7	0	0
NE	2292	2.98	2210	82	0	0	0	0
OR	5024	1.06	4799	225	6	6	0	0
PB	12943	1.52	12212	731	0	0	0	0
RAJ	13979	1.13	13165	814	0	0	0	0
TN	18914	2.76	17192	1722	10	10	0	0
UPE	10712	1.21	9969	743	0	0	0	0
UPW	13016	0.71	12523	493	7	7	0	0
WB	4145	0.85	3892	253	0	0	0	0